



Operator's Manual



Aesthetic Solutions, Inc.

To Order Disposables: (888) 345-4569 Ext. 2

Or Order Online @ www.Dermaglow.com

Technical Support: (888) 345-4569 Ext. 3

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Introduction

Thank you for making the decision to invest in the **DERMAGLOW 3**. Our mission at Aesthetic Solutions is to offer our clients supreme products, support, and services. In order to operate the **DERMAGLOW 3** successfully, we recommend that you carefully read and follow the instructions in this manual and to call Aesthetic Solutions, Inc. Technical Support @ (888) 345-4569 Extension 3 for a fifteen-minute phone call to help set up your new machine, and for invaluable maintenance and trouble-shooting tips.

Sincerely,

Aesthetic Solutions Management

Customer Support

As the owner of a new **Dermaglow 3** machine you can look forward to superior performance and reliability. Our company is proud to say that quality and dependability are built into everything we manufacture. One way we demonstrate this commitment to

quality is through our excellent customer support services.

Please fill in the following table to have this information handy when you call for service or support:

Model Number of your **DERMAGLOW 3**: The serial number of your unit? _____
(See lower back of unit)

Limited Warranty

Aesthetic Solutions warrants the **DERMAGLOW 3** to be free from defects in parts, labor and workmanship for the period of two (2) years from the date of purchase/Registration. This Limited warranty is null and void if the customer attempts to fix, alter, repair, open, or modify the unit. Damage to the unit due to mishandling, misuse, or improper maintenance (e.g., failure to use only authorized Aesthetic Solutions' UltraPure Class 1 Crystals, failure to replace the Micro-filtration Waste Crystal Bag as directed in this manual, etc.) nullifies the warranty. During the warranty period and thereafter. ***The warranty is not transferable.***

The customer is responsible for all applicable shipping charges to and from Aesthetic Solutions for repairs. Customer is also responsible for shipping to and from of any loaner device requested by customer

Service

If you have any problems or questions regarding the performance of your **DERMAGLOW 3**, call our Customer Service at (888) 345-GLOW (4569)

A return authorization ***must*** be secured from our Customer Service or Technical Support prior to any products being returned to Aesthetic Solutions. To ensure that all repairs are made properly, timely, and at the least cost to customers, all repairs and adjustments of the **DERMAGLOW 3** are performed by the team at Aesthetic Solutions, Inc. ***Customers are responsible for any and all shipping charges.***

Note: For easier shipping, we encourage you to **KEEP THE ORIGINAL BOX AND PACKING MATERIALS FOR YOUR UNIT**. These boxes are custom made to fit the Dermalglow 3 machine and it may be difficult to find proper sized boxes for shipping. Replacement boxes and foam sets will be billed at a minimum of \$100.

Support

If you would like a loaner unit during the period when your **DERMAGLOW 3** is under repair, Aesthetic Solutions will ship one to you immediately. ***The customer is responsible for all shipping charges.*** The customer is responsible for returning the loaner unit within three working days of the time that he or she receives the repaired unit. If the loaner unit is not returned within three working days of the time that a repair or replacement unit is received, an invoice for the cost of the loaner machine will be issued to the customer.

Installation and Instruction

The operator performs installation according to manual, video and/or training. Following installation, if needed, a qualified Aesthetic Solutions representative will instruct designated personnel on the basic operation and care of the **DERMAGLOW 3**. For information on Microdermabrasion training, contact Aesthetic Solutions at (888) 345-4569 extension 3.

Supplies

To order accessories and supplies, contact Aesthetic Solutions Customer Support Department (888) 345-4569 Ext. 2 or visit: www.Dermaglow.com and order online.

General Description

The **DERMAGLOW 3** Microdermabrasion system offers a multi-step process to skin restoration without the pain, cost, and recuperation time associated with modern-day acid peels and laser treatments.

Microdermabrasion is the step between a chemical peel and cosmetic surgery with immediate benefits for both the patient and practitioner. The procedure has been called the "Lunch Time Peel" because it takes only 15-20 minutes and allows patients to return to work immediately.

The **DERMAGLOW 3** is sold only to licensed skin care professionals. If you need support in marketing the Microdermabrasion procedure, contact Aesthetic Solutions and ask about our Marketing Support material.

It is important for operators to note that Particle Skin Exfoliation is a technique-dependent procedure. The abrasion level is determined not only by regulating the **Intensity** and **Crystal Flow** but also by the speed at which the hand piece is moved across the skin. Slower hand piece movement exfoliates more skin cells.

Safe Operations

In order to operate your DERMAGLOW 3 units safely; please adhere to the following precautions and warnings:

1. Always start a Microdermabrasion procedure with the Vacuum Intensity < 4 and the Crystal Flow on Auto. Test the area on the underside of the patient's arm before proceeding with treatment. Begin treatment conservatively and observe the effect with sight and touch. If more abrasion is desired, increase the Intensity and/or decrease the hand piece passing speed in increments until the desired tissue effect is observed. *Pain, as a response to treatment should not occur.* Treatment should be abandoned if pain is elicited, and it is *not* recommended to treat any painful area. Erythema and edema may occur immediately following treatment, but should resolve after 2-3 hours.

Warning:

Aggressive over-treatment of the epidermis will lead to pin point bleeding from the capillary loops in the superficial dermis. The operator should stop immediately if this occurs. A crust may form and exfoliate in 3-5 days, If this occurs, consult a physician and apply a broad use topical antibiotic ointment until well healed.

2. It is recommended that individuals with the following conditions consult with a physician prior to undergoing Microdermabrasion or similar skin treatment:
 - Rosacea
 - Active Acne
 - Vascular lesions
 - Blood thinners
 - Immune deficiency diseases
 - Systemic lupus Erythematosus
 - Dermatitis
 - Uncontrolled diabetes
 - Active herpes simplex
 - Viral lesions
 - Eczema
 - Heavily pigmented tattoos
 - Skin cancer
 - Keloid Scars
3. Before using the hand piece, check the tip orifice for any chips, cracks, or damage that could lead to patient injury.
4. When disposing of the Micro-filtration Waste Crystal Bag, we recommend wearing latex or synthetic gloves and a barrier mask.
5. Avoid all mucous membrane surfaces and margins (e.g., eyes, nose, and mouth). The **DERMAGLOW 3** is **not** indicated for use at the eyelid (including eyelash) margins, vermilion, or thinner skin of the neck. Eyelids should be closed during treatment and covered with adhesive eye shields (sold by Aesthetic Solutions, Inc.) or a wet cotton gauze to prevent possible microcrystal introduction to the eye.
6. Patients should refrain from rubbing the eyelids immediately after treatment. Eye rinse solution should be available at all times to rinse eyes in case of microcrystal introduction. Patients who wear *contact lenses* may wish to remove lenses prior to treatment with the **DERMAGLOW 3**.

Components:



1. **Power Switch**
Turns the device On/Off.
2. **Digital Intensity Gauge**
Allows operator to monitor Intensity levels
3. **Intensity Control**
Allows operator to adjust vacuum + / - according to the application.
4. **Crystal Flow Control**
Allows operator to adjust the crystal flow to + / - or Auto setting.
5. **Hand Piece Tubing Port/Quick Release Fitting (clear tubing)**
Attaches hand piece tubing to unit. Right Port
6. **Hand Piece Tubing Port Quick Release Fitting (black tubing)**
Attaches hand piece tubing to unit. Left Port
7. **Hand Piece Holder**
Holder to store hand piece.
8. **Power Module**
Connects power cord from the unit to the electrical outlet.
9. **Timing Meter**
Measures total operation time of unit, in hours and minutes.
10. **Microcrystals Injector Bowl**
Accepts Microcrystals Bottle with Flip top open.
11. **Micro-filtration Vacuum Box**
Holds Disposable HEPA filter bag that collects
13. **Anti-Clog Port**
14. **Wheels**
Allows for the unit to be moved between treatment rooms. DO NOT USE WHEELS ON STAIRS OR OTHER HIGH IMPACT AREAS. ALWAYS USE CARE WHEN TRANSPORTING THE UNIT.
15. **Fuse Box**
Allows user to check and replace fuses when needed.
16. **HEPA Filtration Bag**
Primary Filter and Waste canister
17. **Quick Release Fitting**
Attaches Hand Piece tubing to unit

Disposables



120 Micron Aluminum Oxide Microcrystals

Our UltraPure Class 1 microcrystals come packed in airtight recyclable bottles which keep out moisture and retain efficacy. Be sure to keep the bottles sealed in a moisture free environment.

Metal Hand Piece Plastic Tips (semi-reusable)

We offer two different sizes of disposable plastic tips for the hand piece. Plastic hand piece tips should be cleaned after each use, with products like Cidex, Bromide or other salon disinfectants. Many of our clients dedicate one tip per client. Tips should be disposed of immediately upon any visual wear or if the edges feel rough. **We recommend you thoroughly inspect each tip for cracks, nicks, or rough edges prior to every treatment; and dispose of tips after no more than 10 to 15 treatments.**

Hand piece Tubing (semi-reusable)

Our hand piece tubing has been designed for exceptional crystal flow and vacuum level. The tubing should be replaced if it cracks or if it's no longer functional.

Quick Release fittings (QRFs)

The tubing set is connected to the **Dermaglow 3** Unit using disposable quick release fittings. These fittings protect the device from the harsh crystals and will wear out after approximately **50 machine** hours. It is advised to have an extra set on hand at all times.

Micro-filtration Waste Crystal Bag

Our Micro-filtration Waste Crystal Bags are disposable to ensure hygienic and safe operation. Replace **every time** you replace the Microcrystal Bottle. Bags do not need to be replaced until all the crystals are empty from the bottle.

Installation and Instruction

The operator performs installation according to manual, video and/or training. Technical Support is available to offer guidance through setup and with care of the **DERMAGLOW 3**. Call Technical Support @ 888-345-4569 Extension 3.

Physical Location and Environment

While the **DERMAGLOW 3** unit is easily moved from room to room, appropriate space, lighting, and electricity should be available wherever its use is anticipated. ALWAYS USE DUE CARE WHEN TRANSPORTING THE UNIT, WHEELS ARE NOT DESIGNED FOR STAIRS OR OTHER HARSH IMPACT AREAS. Aesthetic Solutions cannot guarantee the operation of a system installed in a site that does not meet the following specifications:

The room where the **DERMAGLOW 3** unit will be used should be equipped with a 110VAC 15 amp electrical service. We also recommend attaching the unit to an independently fused electrical supply that is switched by a 30-amp circuit breaker. In an emergency situation, this would enable the operator to switch the unit off without affecting other systems.

We recommend a room temperature of 68 to 76 degrees Fahrenheit or 20 to 24 degrees Celsius to keep the compressor adequately cooled and to minimize airborne dust particles.

Because moisture in the air could contribute to clumping of microcrystals, they should be stored in a cool, dry area in an airtight container. The **DERMAGLOW 3** unit should not be housed in an environment where a facial steamer will be operating. If excessive clumping occurs, we recommend adding a dehumidifier to the room.

Setting Up Your Unit

The **DERMAGLOW 3** has been engineered for easy assembly. When your DERMAGLOW 3 unit is delivered, please do the following:

1. Un-crate and check all components. Visit www.dermaglow.com For installation PowerPoint.
2. Install your **DERMAGLOW 3** in an appropriate site
(See **Physical Location and Environment**).
3. Place **BLACK** hand piece tube into **left port**.
4. Place **CLEAR** hand piece tube into **right port**.
*the machine will not operate correctly if the two tubes are installed in the wrong ports.
5. Flip open the spout on top of a bottle of the UltraPure Class 1 crystals (**do not remove entire cap**) and insert bottle upside-down into the receptor bowl on the back of unit.
6. Install a Microfiltration HEPA filter Waste Crystal Bag. Push cardboard collar past locking collar. Be sure bag corners are tucked into the vacuum box at **the top and bottom as proper vacuum intensity will not occur if any part of the bag is caught in the seal of the door**. Tighten screws securely with your fingers —**do not use a screw driver**.
7. Turn unit on and test for maximum vacuum. To test, turn the intensity knob all the way up and bend the black hand piece tubing in half where it enters the unit. If vacuum does not read 20 or greater check waste compartment to ensure that the waste crystal bag was properly inserted.
**** BAG MUST BE FULLY TUCKED IN AS SHOWN ON PAGE 15****



Vacuum Pressure Test

Perform this test only *if you feel the device is working improperly*



1. Verify that all components are clean and installed in their respective positions on the unit.
2. Turn vacuum adjustment to highest setting (+)
3. Turn the power switch to the ON position to activate the system.
4. Kink the hand piece tube so that two sides touch. Gauge should read >20" Hg.
5. Adjust the vacuum accordingly prior to each application.

Note: We recommend that the operator wear latex or synthetic gloves and a barrier mask while using the **DERMAGLOW 3**.

Your **DERMAGLOW 3** is now ready for use. If you have any problems, please consult the **Troubleshooting** section of this manual or call Technical Support at (888) 345-4569 Ext 3.

Cleaning and Maintenance

Required Items:

cotton swabs, paper towels, OSHA "bags," latex or synthetic gloves --barrier mask

Hand piece

It is okay to steam autoclaving the metal hand piece immediately after each use according to standards set by the Association of Operating Room Nurses (AORN) for unwrapped metal or Glass surgical instruments: **(plastic tips and the rubber O-ring around the top of the hand piece should be removed before sterilizing in the autoclave)**



Temperature 270 Degrees
Duration 28 minutes
Pressure 31 PSI
Sterility Assurance Level..... <1 0-
Sterility Validation MethodAAMI
Temperature Validation Ion

A 10% sterile alcohol-water mix will speed drying of and metal hand pieces and may be used to remove excess microcrystals. Hand pieces should be thoroughly dried prior to use, as any moisture will cause microcrystals to clog the tubing. Avoid passing hand piece over moist lesions.

EMPTYING THE INJECTOR BOWL:

Instructions to empty injector bowl for transportation or anti-clog purposes:

1. Remove the crystal bottle from unit.
2. Remove the Black tube from the hand piece.
3. Turn the Unit on
4. Turn the intensity control to maximum
5. Turn the crystal flow control to maximum



6. Insert the loose end of the black tube into the bottom of the injector bowl.
7. Use the back tube to vacuum all crystals from the injector bowl.

Troubleshooting

No Power

If unit does not turn ON, check these areas:

- Verify that unit is securely plugged in.
- Check if power outlet is switched ON.
- To change the fuse on the Power Module, remove drawer cover with screwdriver. The power module is located by the power cord (must remove power cord from unit to access fuses).
- Remove fuse drawer from power module.
- Replace bad fuse with new 3AG Slo Blo 7 amp fuse and return fuse drawer to proper position.

Low/No Vacuum

1. Test Vacuum:

Turn intensity knob clockwise until it comes to a stop.

Vacuum gauge should read 6-9" Hg without touching the hand piece

Upon blocking the hand piece tip hole, vacuum gauge should read 20" Hg or above, or 1" to 2" Hg below local barometric pressure.

If Vacuum Gauge reads less than this, inspect the following areas:

2. Is the Micro-filtration HEPA Filter Waste Crystal Bag properly attached?

Make sure the chamber door is properly closed and that you have tucked bag corners inward on top and bottom of bag. This is MOST OFTEN the problem with low to no vacuum.

3. Is hand piece tubing properly connected?

- Tug hand piece tubing lightly
- Remove black tube fitting at machine
- Unscrew collar from fitting and slide up black tube
- Remove tube from fitting and check this connection point from wear
- If hand piece tubing does not stay in place, reset hand piece. Examine area below the hand piece port for development of small hole. If small hole is forming, replace hand piece.

LOW OR NO CRYSTAL FLOW

Crystal flow in the **Dermaglow 3** unit is controlled by both the Crystal flow valve and the metering holes in the injector tube. In the event that foreign matter (hair, lint, fabric, etc.) finds its way into the injector bowl it may ultimately find its way into the metering holes and effect crystal flow.

If this occurs it will be necessary to dislodge the clog to regain proper crystal flow. Please follow the procedure below to dislodge all clogs:

1. Turn Crystal flow control and intensity control knobs clockwise all the way to the right.
2. Locate the anti-clog port on backside of the injector housing (number 13 on pages 7&8).
3. Cover/occlude anti-clog port with your finger.
4. Cover/occlude hand piece orifice with your other finger
5. Allow crystals to flow for 5 seconds
6. Remove finger from anticlog port only and allow crystals to flow for another 5 seconds
7. The clog should be removed. If not repeat above.

The DERMAGLOW 3 Procedure

The maximum result of any cosmetic procedure depends on the examination of the skin, history and previous treatments applied. Next is the assessment of the problem followed by a treatment plan. Success is based on the correct assessment of a problem and the application of a plan for treatment through procedure(s). Often, the best result is achieved from a combination of methods of treatments.

After consultation and determination that Particle Exfoliation is the procedure of choice, the site is cleaned, rinsed and dried. A test area is used on the back of the hand to demonstrate the sensation before applying the hand piece to the face. This instills confidence in the client.

The **DERMAGLOW 3** procedure is best performed over a period of several weeks with a maintenance treatment scheduled every month or two thereafter. Treatments range from four weekly treatments for normal skin to as many as 12 or more for scars and hyperpigmentation. At each treatment, do NOT reduce the depth of the epidermis too much.

A large part of the goal, and the public's acceptance of the mechanical abrasion, is that it is a fast, predictable, and painless, with very little redness or irritation treatment. The lengthened procedure provides for regeneration and healing of the resurfaced area prior to the next treatment.

The advantage to the client is no "downtime" at work or social interests, while being economically advantageous to the provider. Progressive, gentle treatments provide for optimum results. Aggressively applied treatments may create bleeding points that require visible healing and decreased trust in the operator's abilities. With the current vogue being a decreased reliance on applied makeup, the **DERMAGLOW 3** procedure advances that fashion.

NOTE:

If crystal movement is flowing on the epidermis, general peeling is occurring. A light peeling is accomplished by moving the hand piece across more than once on low suction. This technique causes abrasion layer upon layer. A good abrasion comes from slow movements, vacuum and repeat several times.

ADVANTAGES of Microdermabrasion Treatments:

The **DERMAGLOW 3** promotes quick healing and controlled peeling of the skin. Skin has three layers (epidermis, dermis, and base layer). Working on epidermis renews cells, slows down aging, and increases the turnover of cells. Vacuum adjustment is very important to control micro-trauma to the fibroblast which becomes red (Erythema- produces collagen as a result), which increases the presence of collagen and elastin in the dermis, promotes skin healing, and renewal processes. **DERMAGLOW 3** Particle Skin Exfoliation is a selective and controllable mechanical peel that promotes quick healing. Use a **DAY CREAM WITH AT LEAST 30 SPF SUNBLOCK** for 10-12 weeks after treatment. In one week to ten days the skin is healed completely, so schedule client sessions one week to 10 days apart.

Warning!!

UNDER NO CIRCUMSTANCES SHOULD THE CRYSTALS or WASTE CRYSTAL BAG BE REUSED. The safety and efficacy of the DERMAGLOW 3 Particle Exfoliation procedure may be compromised if the crystals or bags are re-used. Any re-use of crystals by the owner/operator voids all representations and warranties of Aesthetic Solutions, Inc., and may lead to client injury.

Step 1:

Cleanse, rinse with **REHYDRATING CLEANSER** and water, and dry the skin. On oily or acne prone skin, a degreasing lotion may be applied prior to the cleanser. On advanced sun-damaged skin, a light glycolic peel may be necessary to loosen the compacted epidermis.

Step 2:

Place the second finger and thumb over the treatment site to gently stretch the skin to allow the smooth gliding of the hand piece over the area. A circular or brush stroke motion is preferred as this blends through constant overlap and leaves no telltale "footprints" or marks.

In areas where it is difficult to use the circular motion, the brush stroke method is preferred, especially above the eyelids, crow's feet and upper lip border. It is important that the client "feel the difference" exfoliation makes and compares the treated and untreated sites. The operator should use the left index finger to "feel" areas that need a second or third pass. "Feeling is believing" for both the client and operator.

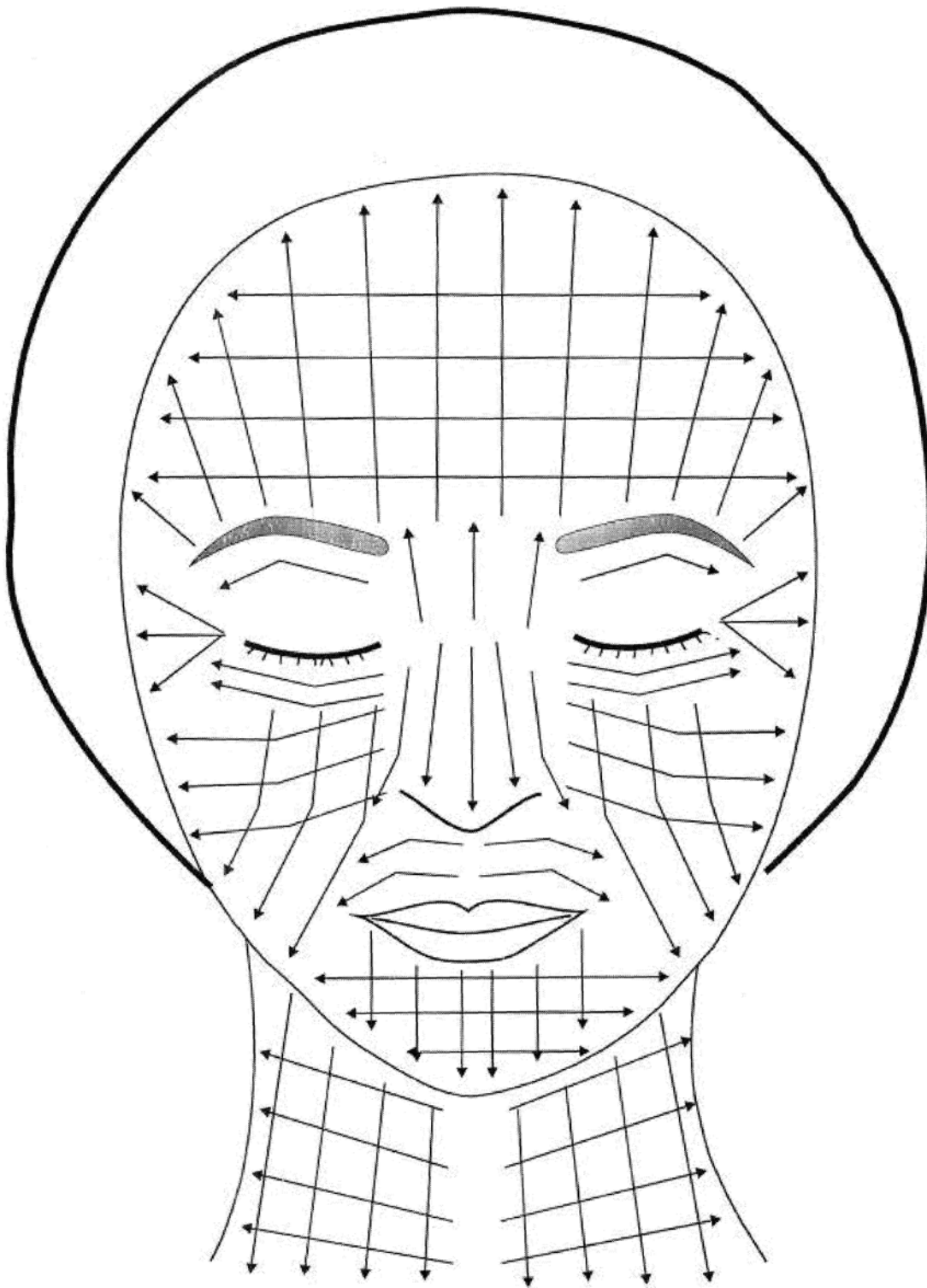
Step 3:

Post-treatment routines will necessarily employ other techniques and methods. All crèmes and lotions will penetrate deeper following the **DERMAGLOW 3** procedure. Acne prone clients can return to their prescribed regimens. Pigmentation problems will receive better penetration of bleaching *post-DERMAGLOW 3* with faster results.

Immediately following the **DERMAGLOW 3** treatment, residual microcrystals and skin debris are brushed off, the area should be cleansed with a mild **REHYDRATING CLEANSER**, rinsed, and dried. The client should, at most, experience a slight "windburn" sensation. This sensation lasts two to three hours post-treatment-much like a "razor burn." Once the skin is thoroughly cleansed, apply the **POST TREATMENT SOOTHING GEL** to soothe and protect the skin during this healing period. Advise the client to apply this product liberally during the first day after the procedure whenever the skin feels dry or tight. The client should avoid prolonged exposure to the sun during this time period.

The procedure removes a portion of the skin's natural defenses against the sun. After the first day post-treatment the client should be advised to use a **MOISTURIZER WITH AT LEAST 30 SPF** during the daylight hours when the skin is susceptible to UVA and UVB radiation. In the evening the client should use a **REHYDRATING NIGHT CREAM** for deeper moisturization and tissue repair.

Treatment Schematic:



Strategic Planning

The **DERMAGLOW 3** particle exfoliation system has found wide acceptance and strong appeal among practitioners and clients alike. The safety and predictability of a "mechanical" device versus the high-tech world of lasers is easier for the general public to understand and therefore accept. Many practices have used a word-of-mouth referral system only and continue to maintain busy schedules. If interest lags, either a direct-mail piece sent to your existing client base, a newsletter, or newspaper ad will result in new and established customer traffic.

Due to the extended weekly treatment period, successful spas have adopted package deals or a book of coupons. For example, the customer is scheduled for six treatments but only charged for five if payment is made in advance. Clients prefer this method and operators note that it measurably improves the "no-show" rate. **Aesthetic Solutions** will supply additional marketing tips and practitioner support, as they become available.

Microdermabrasion Client Informed Consent Form

To The CLIENT. You have a right to be informed about your condition and its treatment, so that you may make the decision whether or not to undergo the procedure after knowing the risks and hazards involved. This disclosure is not meant to scare or alarm you; it is simply an effort to make you better informed so you may give, or withhold, your consent for treatment.

1. I voluntarily request that (and such associates, technical assistants and other skincare professional she or he may deem necessary) to perform the micro dermabrasion procedure. I acknowledge having been informed that this cosmetic procedure is intended to remove surface layers of the skin to improve the vitality of the skin.
2. I understand that my skincare professional can discover other, or different conditions that may require additional or different procedures than those planned. If my skincare professional discovers such other or different conditions I will be referred to appropriate medical care provider.
3. I acknowledge that, while the goal of such a procedure is the removal of damaged skin, the realistic results average 50-75% improvement. I acknowledge that the practice of cosmetology is not an exact science and that no specific guarantees can or have been made concerning the expected result. Most clients are improved and some notice no appreciable improvement.
4. I also realize that the following risks and hazards may occur in connection with the particular procedure: worsening or unsatisfactory appearance, creation of additional problems such as: poor healing or skin loss, nerve damage, painful or unattractive scarring, or recurrence of the original condition.
5. I have been informed that there are risks such as loss of blood and infection that are attendant to the performance of any exfoliation procedure.
6. I have been advised of alternative methods available for my treatment, which include acid peels and laser skin resurfacing.
7. I acknowledge my obligation to follow the written and spoken instructions covering my pre and post treatment skincare regimen.
8. I understand that multiple treatments may be required. The cost of these was disclosed prior to the first treatment.
9. I have received a thorough explanation of my pre-exfoliation and post-exfoliation instructions. Understand these instructions and have received copies for reference. I understand that should I have additional questions, I should not hesitate to call.

I certify that I have read the above consent and I fully understand it. I have been given ample opportunity for discussion and all my questions have been answered to my satisfaction. I hereby consent to the micro dermabrasion procedure. This constitutes the full disclosure and supersedes any previous verbal or written disclosures.

Client's Signature _____ Date _____ Time _____

Note: This client consent form has been supplied for your convenience. Please consult your attorney for further clarification to meet your specific state board and local requirements. Aesthetic Solutions, Inc. is not liable for local and state board requirements.